



SERVICE DRIVEN!

2001-2002 Annual Report

Michael K. Jeanes

Clerk of the Superior Court - Maricopa County

from start...

to finish...

***We are
Service Driven!***



START YOUR ENGINES **for a service driven experience!**

Service Driven—these two words best describe our mission and how we approach business in the Clerk of Superior Court's office. Every action we take is fueled by these two simple words for our customers.

In fact, it is my shared goal with staff, to be known as one of the most customer-focused offices in government. We know that this objective is within our reach, because the good people who work here really care about serving others. Their enthusiasm, talent, and innovative ideas have put our office on the map, and even garnered local and national recognition. Together, we realize that our responsibility to the public is vital.



Although quite diverse in backgrounds and interests, we have a great deal in common, particularly when it comes to finding better, smarter ways to provide assistance to our customers. We have a clear idea about our direction and destination, mindful that the key to our success is keeping our eyes on the road ahead. We are engaged in maintaining a proper balance with available resources, while prioritizing today, and planning for tomorrow.

Service Driven—we understand that our organization must be willing to go the extra mile for our customers. We are willing to cover more road to get the job done, if it means that our efforts will save our customers valuable time, and get them where they need to be. Our goal is to be faster, friendlier and focused, while continually moving forward.

Our special **Service Driven** team of individuals is the hub of a dynamic, increasingly demanding workplace. Due to the team's extraordinary commitment to high performance and quality service, I am confident that we will continue to stay on track — and offer record-breaking services to our customers.

Cordially,

Michael K. Jeanes,

Clerk of the Superior Court, Maricopa County



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The Driving Force

THE DRIVING FORCE

The person at the wheel

In November 1998, Michael K. Jeanes was elected to the Office of the Clerk of the Superior Court by Maricopa County voters to serve a four-year term.

Jeanes was born in Chicago, Illinois, but has lived more than half of his life in Maricopa County. He earned a Bachelor of Arts degree in political science from Loyola University in Chicago, and a Master of Public Administration degree from Arizona State University.



Prior to being Clerk, he served nearly 11 years in the Clerk's Office as an associate clerk. Other positions he has held are Court Services Administrator and Management Analyst for Superior Court.

As Clerk, he is the official record keeper and fiduciary agent for Superior Court and is responsible for leading a staff of 647, supporting more than 100 judges and commissioners, serving a constituency of 3.1 million, and operating an office that serves the fourth largest county in the nation.

Michael is a strong advocate for quality customer service evidenced by his initiative in taking significant steps toward improving service by forming a Customer Services Division that is devoted to all aspects of customer service, and by personally teaching a customer service class to all new employees. His desire to serve is also reflected in his professional and community involvement, extending to membership in more than 20 organizations and committees.

Michael lists the past and future driving factors for the office

Top 5 achievements in last five years:

- 1) Made court information more accessible and user-friendly, to the legal community and general public, through the use of the Internet and other technology.
- 2) Improved efficiency/reduced costs by distributing more data electronically and not by paper.
- 3) Provided better facilities to serve the public with the construction of a new Customer Service Center and Northwest Regional Center.
- 4) Began implementing an Electronic Document Management System, which will bring fundamental changes/improvements to managing court cases.
- 5) Received worldwide recognition for the Family Support Center's "Family Ties and Knots: Children of Divorce" educational program.

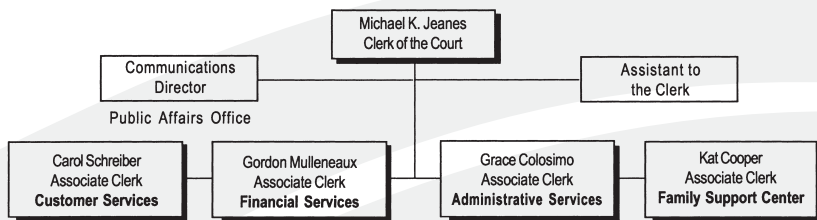
Top 5 challenges in next five years:

- 1) Meeting growing customer service needs and expectations with shrinking fiscal resources.
- 2) Ensuring the children of divorced parents receive financial and emotional support of both parents as ordered by the court.
- 3) Identifying the appropriate balance between customer privacy and the public's right to open access to court information.
- 4) Continuing the process of finding and retaining highly qualified and motivated customer service-oriented personnel.
- 5) Obtaining appropriate and adequate resources to succeed in a technologically posturing society.

THE DRIVING FORCE

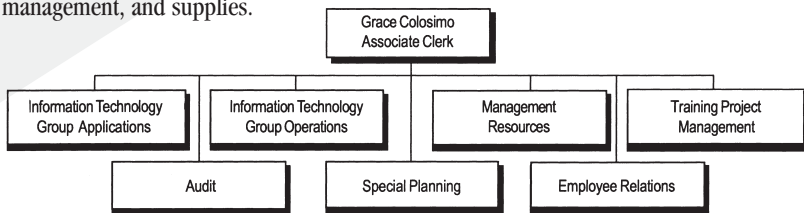
THE COMPONENTS FOR PEAK PERFORMANCE

Administration



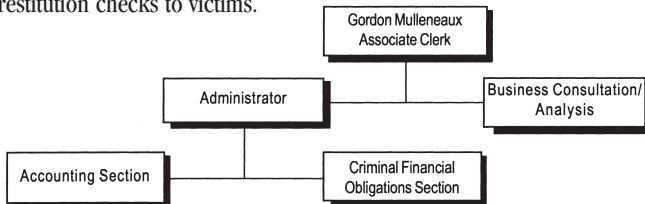
Administrative Services Division

Grace Colosimo, Associate Clerk – Grace has served in the Clerk's Office for 11 years. For the past eight years, she has been the Associate Clerk for Administrative Services. Prior to this position, she served three years as the assistant associate clerk for the Family Support Center. Her division provides internal support to the Office. This division oversees all technology, budget, human resources, training, auditing, facilities management, and supplies.



Financial Services Division

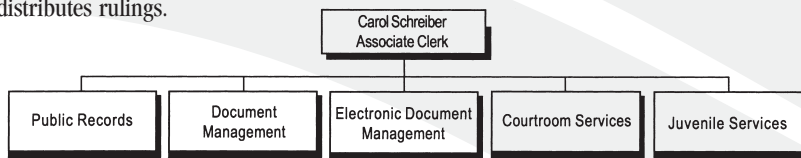
Gordon Mulleneaux, Associate Clerk – Gordon has been a part of the Clerk's Office for 12 years, 11 of which he has been the associate clerk. Prior to the Clerk's Office, he worked as an administrator for a law firm in Pittsburgh, Penn. His division performs the statutory fiduciary responsibilities of the Office by collecting fees and fines, allocating funds, disbursing exonerated bonds, processing payments from probationers, and issuing restitution checks to victims.



SERVICE DRIVEN! *THE DRIVING FORCE*

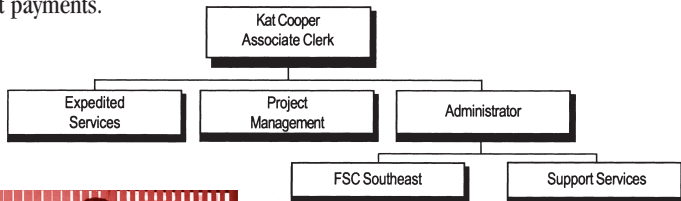
Customer Services Division

Carol Schreiber, Associate Clerk – Carol has 27 years experience in the Clerk's Office. In 1999, she was selected as the associate clerk for a newly created Customer Services Division. Prior to this appointment, she was the assistant associate clerk for Administrative Services. Her division receives documents for filing; processes cases from initiation and fee collection through archiving; provides support to more than 100 judges and commissioners; processes appeals and exhibits; issues marriage licenses; and processes passport applications. This division also documents court proceedings and distributes rulings.



Family Support Center Division

Kat Cooper, Associate Clerk – Kat has served in the Clerk's Office for the past eight years as the Family Support Center associate clerk. Her previous experience includes working in Conciliation Services, in behavioral health administration, and as a marriage/family therapist. Her division provides services for the public by assisting with the enforcement of parenting time, child support, spousal maintenance, medical and dental insurance and uninsured medical and dental expenses, the establishment and modification of child support, and customer service related to research and maintenance of non IV-D child support payments.



The Associate Clerks for Clerk of the Superior Court's Office – Pictured here are the four associate clerks who oversee the divisions of the Clerk of the Superior Court's Office. They are (from left) Carol Schreiber, Kat Cooper, Gordon Mulleneaux, and Grace Colosimo.





Service Formula

***PRECISION &
TEAMWORK***

2001-2002 Annual Report



SERVICE DRIVEN! **SERVICE FORMULA**

A Clerk's Office informational tune up

Brief History About the Clerk's Office

The Office of the Clerk is one of the oldest of public servants in existence. The office can be traced back more than a thousand years. In America, when the early colonists arrived, the Office of Clerk was one of the first forms of local government they established.

Through the years, Clerks have become the hub of government, the direct link between citizens and their government. Very few offices in county service assist such a wide range of people.

In Arizona, the Clerk's Office, which was established by State Constitution, serves the citizens, the legal community, and the Superior Court. The office was created by the state's founders to be responsive to the public, mindful of the taxpayer, and independent of the court itself. The Clerk is an elected official who serves as the official record-keeper of the Court and acts as a safeguard and processor of all monies collected.

The Clerk's Office Today

Today, Michael K. Jeanes, Clerk of the Court, and his staff serve one of the largest and fastest growing counties in the nation. The Office is committed to quality customer service, innovation, and technological improvements for more efficient service. It is dedicated to being user-friendly and fiscally responsible. The Office has seven locations to serve the public – Downtown Phoenix, Southeast Adult and Juvenile, Northwest Regional Center, Durango Juvenile, Old Courthouse, and the Customer Service Center.

Functions of the Clerk's Office

The functions of the Clerk of the Court satisfy more than 500 state statutes and court rules. Among the office's responsibilities are to:

- Provide public access to the records of the Superior Court in Maricopa County;
- Attend each Superior Court session to record the actions of the court;
- Be the first stop in initiating any Superior Court action in civil, criminal, probate, tax, family court matters, and juvenile which includes delinquency, dependency, adoption, and severance cases;
- Collect and disburse court-ordered fees, fines, and victim restitution;
- Provide various family support services to the public;
- Receive, distribute, and preserve official court documents;
- Store exhibits for all court cases;
- Issue and record marriage licenses; and
- Process passport applications.



Clerk of the Superior Court's Office



SERVICE FORMULA

What drives the office—The Mission, Vision, and Values of the Office

Following are the **MISSION**, **VISION**, and **VALUES** as set forth by the leadership of the Clerk of the Superior Court's Office that serve as the driving principles guiding the office and its employees:

MISSION

The Mission of the Clerk of the Superior Court is to provide court-related records management, financial, and family support services to the public, the legal community, and the Superior Court so they can have effective access to the legal process.

VISION

Meeting the needs of our customers before they ask.

VALUES

Customer Service: Providing quality service to our customers, with understanding and respect, in a timely manner.

Employees: Creating a healthy environment in which employees are involved, respected, challenged, encouraged, appreciated and given opportunity for development.

Efficiency: Using well-chosen resources effectively and making fiscally responsible decisions based on facts and employee input.

Ethics: Exemplifying the highest standards of integrity and professionalism.

Justice: Promoting the impartial administration of the justice system.

Service Performance



Clerk of the Superior Court's Office

SERVICE PERFORMANCE

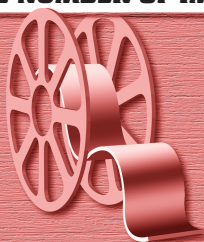
The Statistics Track

FILING COUNTERS

The Filing Counters are the starting point for the majority of Superior Court cases.

Cases Filed	1998-1999	1999-2000	2000-2001	2001-2002
Family Court Cases —	32,839	33,593	33,054	32,833
Civil Cases —	32,280	31,722	29,152	30,428
Criminal Cases —	25,056	27,153	27,516	30,902
Probate/ Mental Health —	6,693	6,843	6,583	6,691
Tax Cases —	1,764	1,376	1,494	1,280
Juvenile Court —	17,054	15,980	17,936	17,916

THE NUMBER OF IMAGES FILMED



2001-2002

3,409,208
Images

MICROGRAPHICS

Micrographics films court case files for permanent retention according to state archival standards.

SERVICE PERFORMANCE

MARRIAGE LICENSES AND PASSPORTS

The License Services Office is responsible for issuing marriage licenses and processing passport applications.

Marriage Licenses Issued

1998-1999 = **22,433**

1999-2000 = **23,501**

2000-2001 = **27,186**

2001-2002 = **22,392**



PASSPORT APPLICATIONS PROCESSED

PASSPORT



1999-2000
36,164

2000-2001
33,165

2001-2002
24,180

EXHIBITS AND CLASSIFIED MATERIALS

For Adult and Juvenile Court

The Clerk of the Court's Office is responsible for receiving and storing exhibits, transcripts, and depositions for all case categories. The classified materials retained include sealed files, medical records, mental health files, protected addresses, and grand jury materials.

2001

to

2002

**Exhibits
Processed**

110,998



SERVICE PERFORMANCE

CRIMINAL FINANCIAL OBLIGATIONS

The **Criminal Financial Obligations (CFO)** Section is responsible for the disbursement of all court ordered financial sanctions including restitution payments to victims of crime. In addition, CFO works to locate the victims of crime who are owed restitution but have lost contact with the court. In cases where the victims are not located after one year, the money is transferred to the State.

Total Restitution Monies Disbursed

1999-2000 = **\$7,795,646**

2000-2001 = **\$8,406,996**

2001-2002 = **\$9,239,148**



COLLECTIONS UNIT

The **Collections Unit** is responsible for collecting funds for the Court/County from jury fees, business accounts, deferred copy/filing fees, and providing collection services for non-sufficient funds.

OTHER STATISTICS

In 2001-2002, the Clerk's Office had:

- 1,261,040 subsequent adult case filings
- 172,980 subsequent juvenile case filings

(subsequent filings are documents that are filed after the original petition)

- 1,098 adult and juvenile appeals were filed
- Processed 12,219 Notary Bonds
- Approximately 817,968 court files accessed

(This reflects the number of files retrieved / used / viewed / pulled to make copies, etc. Juvenile locations not included.)

DISTRIBUTION & DUPLICATION CENTER

The **Distribution & Duplication Center** is responsible for distributing the minute entries for endorsement to appropriate parties. Following are the number of minutes that were distributed in 2001-2002:

Minute entries copied and distributed

Adult = **503,728**

Juvenile = **410,867**

Minute entries distributed electronically

Adult = **1,616,929**

Juvenile = **321,820**

SERVICE PERFORMANCE

SUPPORT SERVICES

Support Finance's responsibilities include processing Orders of Assignment. The Orders of Assignment along with supporting documentation and instructions are sent to the obligor's employer. When the employee's payments are modified or terminated by court order the employer is notified using the same process. The employer is required by law to comply with the court order to either withhold or terminate withholding support money from their employee's wages or other compensation. The withholdings are directed to the Support Payment Clearinghouse, which distributes them to the obligee.

Temporary Child Support Orders Referred

1999-2000 = **3,855**

2000-2001 = **6,344**

2001-2002 = **6,218**

Wage Assignment Mailings

(This includes new orders, subsequent orders, and stop orders)

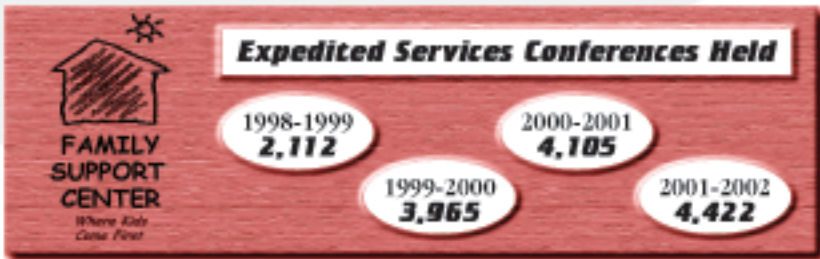
2000-2001
22,233

2001-2002
22,024

Among the duties of **Support Orders** is processing Temporary Orders. Prompted by the filing of a "Petition for Dissolution of Marriage with Children" or a "Petition for Legal Separation with Children," temporary orders aid in the child support amount being set promptly pursuant to the Arizona Child Support Guidelines. There is no need to file a request for Temporary Orders or wait for the divorce to become final. This process expedites support payments being sent to families, which can contribute to the self-sufficiency of families and negate the need for public assistance.

EXPEDITED SERVICES

Expedited Services provides parents the chance to establish, modify or enforce support on their own. They also conduct conferences with parents regarding parenting time issues.



Conferences address the enforcement of parenting time, child support, spousal maintenance, medical and dental insurance and uninsured medical and dental expenses, and the establishment and modification of child support.



Service Qualifiers

***PERFORMANCE
& STABILITY***

2001-2002 Annual Report





SERVICE QUALIFIERS

Ceremony gives official green light to Customer Service Center

One of the biggest sparks in service for the Clerk's Office was the opening of the new 113,060 square-foot Customer Service Center (CSC) at 601 W. Jackson Street, Phoenix which occurred last year. To commemorate this achievement, Clerk and County officials held a dedication ceremony in August marking the completion of the building that became the new home of more than 1.4 million court records. More than 100 people attended the event.



An estimated 500 - 700 customers a day are served in the CSC, which also incorporates a parking garage.

Besides housing court records, the CSC offers a variety of services including marriage licenses, passport applications, copies of court records, and case research. In addition, several other functions are performed within the building including microfilming, technical support, file transfers, and storage.

New Northwest Regional Center is at the forefront of highlights

The newest spark for the Court, Clerk's Office, and court users is the new 25,000 square-foot Northwest Regional Center (NWRC), which opened this past summer in Surprise, Arizona. The new facility, located at 14264 West Tierra Buena Lane, was constructed to make court services more accessible to Northwest Valley citizens.

As a result of the new facility, the Clerk's Office opened a Filing Counter where the public can file Probate, Civil and Family Court cases. Juvenile and initial criminal filings are not accepted. The Filing Counter is open 8 a.m. to 5 p.m. Monday - Friday.

The cases filed at the NWRC are distinguished with a numeric 07 preceeder in the case number (example FC2002-074567).

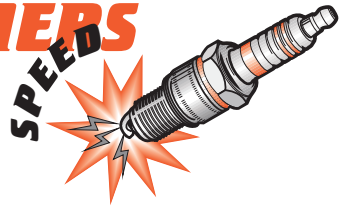
Also, the Office provides courtroom clerks to the four NWRC court divisions and Expedited Service Conferences and Support Orders Guideline and Calculation Appointments are offered at the NWRC.



Among the features of the NWRC are four state-of-the-art courtrooms, a law library, a Self Service Center for litigants representing themselves, an information desk, and community legal programs.



SERVICE QUALIFIERS



Full speed ahead distributing minutes electronically

Faster service – the Clerk's Office is devoted to making this happen whenever possible, and this past year was no exception, especially in the area of minute entries.

During the past few years, the Clerk's Office has been developing a project called the Minute Entry Electronic Distribution System (MEEDS), which is a program designed to automate the entire court minute-entry process for adult and non-confidential cases. This automation includes sorting and distributing the minute entries from the court division to the parties, court docket, to the website, and just recently a significant step was made in which they are now sent electronically to all interested law firms.



This new development of being able to electronically send the minute entries to the law firms is allowing the office to provide better, faster service to the legal community. Before MEEDS, all minute entries were manually printed, sorted by staff, and either mailed or placed in an area for pick-up by the law firm.

Now, with the enhanced development of MEEDS, the office is saving considerable time, printing costs, postage, and paper, as well as provides a more efficient service to the legal community, who is also saving on the time and resources it took to pick up the minute entries at the Court. There are 135 law firms representing more than 1,710 attorneys who have enrolled in the program.

Another big stride in the area of Electronic Distribution was made by the Juvenile Division who automated the distribution system for all Juvenile minute entries. The dependency, adoption, and severance minutes were added to the program that was already sending them electronically for delinquency. Now all of these minutes are sent electronically to the Attorney General, Department of Economic Security, Foster Care Review Board, Legal Defender, Legal Advocate, Court-Appointed Special Advocate, Mediation, Office of Court Appointed Council, Juvenile Probation, County Attorney, Public Defender, Victim Witness, and to internal areas.

New tracking system gives zip in managing exhibits

The Office was able to increase the efficiency and speed in which it manages the court exhibits through the development of an innovative automated Exhibit Tracking System. The new system replaced a manual process.

The Exhibit Tracking System features a bar code that is placed on each exhibit tag, which enables the exhibit to be scanned in and out. Other features of the system include: providing information on the storage location of the exhibit; the availability status of the exhibit; and who has had control of the exhibit.





SERVICE QUALIFIERS

Moves made to quicken the pace of filing for customers

For the past two years, thinking inside the box has allowed the Clerk's Office to provide faster service with the introduction of the 24-Hour Filing Depository Box (in 2000) and the Internal Filing Depository Boxes (in 2001), which allow customers to file their documents without having to stand in line at a filing counter.



The Southeast Court has a 24-Hour Filing Depository Box at the main entrance and an internal box in the mail lobby. Future plans include installing a 24-Hour Box at the new Northwest Regional Facility.

This year, thinking outside the box has now made it even more rapid, convenient, and secure for the customers to utilize this service. Improvements were made by relocating the Downtown 24-Hour Filing Box from the Central Court to the Madison Street Parking Garage. This move eliminated parking difficulties customers experienced at the previous location and provided for better safety of the customers as it is next to a security station.

Another move to quicken the time to file was installing additional internal filing boxes. There are now four internal boxes located in the Downtown Distribution Center and one new box at the Old Courthouse Probate Counter. The internal

boxes are available 8 a.m. - 5 p.m., Monday - Friday.

Juvenile filings are not accepted at any of the depository boxes. They should be filed at the Juvenile facilities.

Minute by minute time is being saved

The Criminal Minute Entry Reduction/Elimination Committee, which was established in 2001, continued to work this year toward its goal of streamlining the information that needs to be reflected in the minute entries, thus eliminating paper and allowing for a quicker preparation time. Minute entries are the official record of events and rulings transpiring during a court proceeding.

The committee, comprised of members from the Clerk's Office and other county/court agencies, reviewed the 12 sentencing minute entry forms and the remainder of the criminal forms. The final result of their work is that the criminal minute entries are now shorter in length and contain only the pertinent information required.

The issue of minute entry elimination was also examined in the Juvenile area. In October, the Office implemented a new procedure in dependency, severance, and adoption cases to provide a more timely and efficient notification process to the parties about the actions taken and decisions made by the Court. The parties now receive a copy of the notice or signed order in lieu of a minute entry. The Clerk no longer creates a minute entry repeating the information contained in the notice or written order of the Court.





Juvenile clerks fast forward to new recording technology

Juvenile courtroom clerks continued utilizing a new technology introduced to them last year that assists them with capturing the actions of the court for inclusion in the minute entry. It is a digital recording program called "For the Record" (FTR) that provides better clarity than an audio tape and eliminates background noise. In addition, it is more efficient to use as clerks can simply notate a time that an event occurs in court and then go directly to that time on the recording when they are preparing the minute entry. This initiative began as a note-taking alternative for courtroom clerks without shorthand skills.



Per an agreement between Superior Court and the Clerk's Office, courtroom clerks can be responsible to capture the official court record by utilizing FTR and save it to compact disk in designated courtrooms.

Direct filing of criminal complaints accelerates process for Court

To accelerate the process of handling felony complaints, the Clerk's Office took part in implementing a new procedure with other court and law enforcement agencies that streamlines the function so that it is handled more efficiently and with less resources.

To eliminate delays with felony complaints, the County Attorney and Arizona Attorney General now directly file felony complaints with the Superior Court (through the Clerk's Office) instead of the 23 Justice Courts. This change has cut at least 10 days out of the criminal case processing time line and is a more efficient use of judicial resources.

M.P.H. — Most Prompt Handling

Comments from the public about the prompt service they received:

- "Always ready to help and provide fast and prompt service."
- "All staff were great and provided fast services - even close to closing time."
- "Staff knows the meaning of "hustle" and "helpful."
- "They were fast, kind, and efficient."
- "Quick, efficient, personal, and professional."
- "They expedited the process in order for me to make an important meeting."

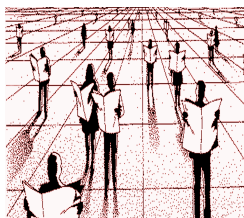
PIT STOP

TIMING

SERVICE QUALIFIERS***On the fast track to providing more payment options for customers***

Upon the Maricopa County Board of Supervisors' decision to allow county offices to begin accepting credit cards, the Clerk's Office quickly moved forward to begin implementing this payment option for customers. This year, the office made this payment option available at Window 9 at the downtown Family Court Filing Counter for walk-in customers paying fee deferrals.

The next phase of this effort will be to expand this payment option to the Customer Service Center so that customers can pay for their copies of court records, marriage licenses and the Clerk's portion of the passport application fee with a credit card. Phase 3 includes rolling out this payment option to all filing counters at all locations, which will allow customers to pay their filing fees with credit cards. Phase 2 and 3 are projected to be completed during 2003.

***New communication tool is the Talk of the Town***

To enhance communication with the legal community, the Communications Office launched a new program called "Talk of the Town," which is a periodic newsletter that contains news about the Office that is of interest to attorneys. Law firms may enroll in the program by calling 602-506-5728.

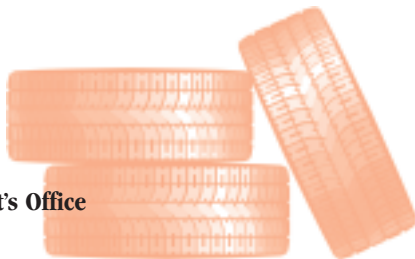
Training shifts into a new gear

Technology is helping staff reduce their time spent traveling from one court facility to another in order to attend training classes. Through the joint efforts of Training and Staff Development (T&SD) and the Information Technology Group, "webcasting" is providing opportunities for employees from Mesa, Central Phoenix, Durango, and Surprise to attend the same class without leaving their workstations. Live classes are delivered via the Internet and other software that allow the "remote attendee" to watch and hear the instructor and participate in the class through instant messaging.

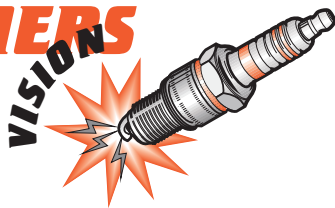
T&SD also charted new roads into providing in-house consulting services related to training issues; developing modules that support increasing employee retention and leadership skills, and into creating an in-house resource/support network for all on-the-job and designated trainers.



Clerk of the Superior Court's Office



SERVICE QUALIFIERS



Gearing up for an Electronic Document Management System

With the vision of providing faster and more efficient service, the office is heavily focused on implementing an Electronic Document Management System (EDMS) that will revolutionize how the court does business. When fully implemented, EDMS will allow the office to electronically capture, route, and store all documents it receives, and turn the office, which receives about 6.5 million pieces of paper a year, into a paperless environment.

This year, the office took a major step in making EDMS become a reality when it began scanning the paper documents it receives for filing for Criminal, Civil, Family Court, Mental Health, and Tax case types.

As more aspects of EDMS are implemented, having documents in an electronic format will enable staff to quickly route them through the court for further processing and allow simultaneous access to the same documents by multiple users. Future benefits of EDMS include: electronic filing of documents for customers, significant savings in storage space as the court moves away from paper, and enhanced convenience and efficiency.

Progress continues to be made in Family Court Pilot Project

The vision of implementing a Family Court continued to progress through the Integrated Family Court Pilot Project (IFCPP) this year. The IFCPP, which the Clerk's Office was actively involved in creating, was established last year, so that various cases involving the same family can be heard by the same judge (1 family, 1 judge philosophy). The pilot includes two juvenile court judges and two adult court judges, and four courtroom clerks from the Southeast Adult and Juvenile facilities. Cases for the project are determined by screening the new family court and juvenile dependency cases to see if there are related cases and if they meet the established criteria.

An upcoming development for the IFCPP is the Attorney General will begin including paternity issues in the dependency petitions where appropriate. The finding of paternity by Juvenile Court can be used in future proceedings instead of the parties having to file a paternity petition in Family Court for future support issues.

F.A.S.T. — Facts And Statistics

- The Office's 24-Hour/Internal Filing Depository Boxes receive a total average of 17,000 filings per month.
- The Star Call Center, which is responsible for answering and routing the office's phone calls, received 303,000 calls from Clerk of the Court customers in FY 2001 - 2002.
- The Clerk's Office scans an average of 357,878 pages per month.
- The Clerk's Office has 14 employees who have served in the office more than 25 years.

PRECISION

SERVICE QUALIFIERS***Suggestions provide direction for further improvements***

To bring precision in service, two separate Electronic Suggestion Boxes were created, which provide customers and employees of the Clerk's Office the opportunity to submit suggestions or feedback about the office and its services.

The public may access the Suggestion Box by visiting the Clerk of the Court's website at www.clerkofcourt.maricopa.gov. A Survey Window will appear as they exit the website that invites them to rate the service they received and provide any comments on ways to improve the service.

A Suggestion Box was also created just for Clerk employees on the office's intranet site. The Electronic Suggestion Box is confidential and allows employees to submit ideas on how to enhance the working environment, improve procedures, or increase efficiency. The suggestions are reviewed and then all employees are informed of the responses/actions of the suggestions through the office newsletter or email messages.

***COOLS gets statistics reporting off to a good start***

To bring precision in reporting the Office's significant statistics, the office developed a new database called COOLS (Clerk's On-line Statistics) that is warming up staff to some important numbers. The new program allows staff supervisors to input their statistics into the system, which then compiles the figures and makes them accessible on the office's intranet site in a format that is user-friendly. Besides assisting staff in research, the new program eliminated duplicate statistical reports, and provided consistency in the reporting of statistics. Future plans may include making it available on the internet.

Expedited Services keeps on track with support payments

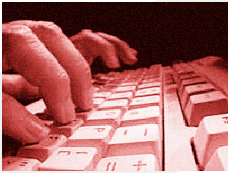
The Expedited Services Department began using a new program that provides a precise picture regarding whether support payments are being made in approximately 900 support enforcement cases monitored monthly. The monthly support obligation including the arrearage payment is entered in the program. Each month, the total support amount paid through the Support Payment Clearinghouse is manually entered in the program. The program automatically monitors for compliance with the support obligation and provides reports for those cases not in compliance. This program has reduced the amount of time it took for manual research and allows staff to devote more time to other vital responsibilities.

SERVICE QUALIFIERS



Precision in calculating support payments

To provide the Family Support Center staff with a reliable and convenient tool to calculate the proportionate share of child support that a parent owes, the office developed an application called the Child Support Calculator Program (CSCP), which is available on their own computer. The CSCP contains electronic child support worksheets that were modeled after the Arizona Child Support Guidelines (ACSG). The worksheets are used to figure the amount of child support for each parent and applies the amount appropriately based on the parents' income, the number of children, and other factors based on the ACSG. Also, the CSCP allows staff to calculate child support when one parent has custody, when there is equal time spent with the children, or when a third party has custody of the children.



Maximizing case information

Last year, the Family Support Center developed a new calendar for its Expedited Services staff that provides statistics, tracking screens to check on case status, easy access to scheduled conferences, and electronic communication specific to the case. This year changes are in progress to maximize the program application (called FSCS) with improved calendar features, case notes, summary of actions, warrant information, future events, case tracking, and enhanced reporting.

Quality inspections help ensure high performance

The Quality Assurance Unit activated several internal controls to ensure precision, security, integrity, and compliance with regulations and standards. Among the audits/projects completed this year were: 203 surprise cash counts, audits of the exhibit vaults, and a review of the entries recorded in the docket system was compared to the entries posted to the Office Cash Management System to determine if the appropriate filing fees were assessed. In addition, the Unit also performed nine audits of Adult Probation Offices.

P.O.L.E. Position — Producing On-Line Elements

Throughout the year, the Office positioned itself to produce new elements on its website. Among the improvements is a Newsflash containing the latest news, a Support Payment selection so that a party can review the history of their support payments, and an improved Attorney News section for the legal community. The address of the Clerk's website, which averages, 17,454 hits and 1,295 visits per day is: www.clerkofcourt.maricopa.gov.



FOCUS

SERVICE QUALIFIERS

The course of the Water Case

The Arizona General Stream Adjudication is a lengthy series of proceedings designed to determine the ownership of surface water rights in Arizona. As the Arizona county in which the largest number of potential claimants resides, the Clerk's Office is entrusted with the record keeping for the entire adjudication process. Specifically, the Clerk of the Court maintains 80,500 claims and provides document access to litigants and the public.

Since its initiation in April 1979, the Gila River adjudication cases, currently under the administration of the Honorable Eddward Ballinger Jr. and Special Master George Schade, consist of 337 volumes, which contain 5,367 documents.

***The legislative circuit***

Two notable bills that the Office was focused on during the 2002 Arizona Legislative Session that passed were HB 2329, which eliminated the fees related to adoption matters; and Senate Bill 1088, which increased eight Family Court filing fees by \$5 to provide funding to enhance spousal maintenance enforcement efforts.

Other items that made traction in providing better service

Whether it is a big or small initiative, the Clerk's Office is continually focused on improving service. Here are three lesser known improvements that have been made:

- A new program was implemented to monitor the progress of criminal and non-criminal cases that have been appealed to a higher jurisdiction. The system reduces the delay in the appellate process and saves staff time. It automatically calculates required dates, prints forms/letters, and duplicates other required forms.
- An ATM machine and a Wellness Center consisting of a body weight/body fat scale and blood pressure station were installed at the Customer Service Center for both customers and employees to use.



Filing Counter staff schedules were adjusted so that the Counters remain open to serve all customers who were in line by 5 p.m. Previously, customers who were in line at 5 p.m. were directed to the Night Filing Window or the Filing Depository boxes.



SERVICE QUALIFIERS



Spirit of giving provides boost to community

Clerk employees showed they are not only dedicated to their work, but also to the community they work in. Here's how: the staff donated more than \$6,400 to the Maricopa County Combined Charity Giving Campaign, which assists many non-profit agencies throughout the area; they adopted six families consisting of 29 children to help brighten their holiday season; they donated more than 669 pairs of shoes that were given to those who need them; they donated 192 pairs of socks for the homeless; and they donated 6,730 items of clothes, books, and toys which were given to an agency who distributes them to families and individuals in need.



Great CASE for having service spirit

To recognize the spirit of service employees have, an Office Recognition Program was created this year called "Celebrating and Saluting Employees" (C.A.S.E.). Through the program, *team*, *individual*, *customer service* and *leadership* awards are given to those who demonstrate excellence at each of the office's locations.

Adding a little sparkle to office

In an effort to modernize, professionalize, and increase storage in the work environment for staff and the public, several areas in the Office were reconstructed including: Training, Payroll, Personnel, the Electronic Document Unit, the Information Technology Group, Management Resources, Docket, and Distribution, and Juvenile Durango. Much of the remodeling work was completed with surplus, which resulted in a significant cost savings for the office.

R.P.M. — Receiving Produced Materials

Besides the annual report, the Clerk's Office offers other informational materials that the public can receive. Those materials include:

- **Doing Business with the Clerk's Office** – a guide to services and procedures of the office.
- **Case History Index** – a statistical publication about the court cases filed with the office.
- **Family Ties and Knots** – a booklet designed to present parents with resources, information specific to mothers and to fathers, how to "tie" up a plan, and other valuable articles.
- **Family Support Center brochures** – two brochures that explain the services and benefits of the Expedited Services and Support Services Divisions.

For copies of any of the above, you may call 602-506-3676. The Case History Index and Family Ties and Knots publications are also available on-line at www.clerkofcourt.maricopa.gov.



Going the extra mile

The Family Support Center (FSC) was honored with a distinguished award from the Arizona Family Support Council. They selected an FSC staff member (Lisa Bonilla) as their "Clerk of the Year." She was selected for achieving excellence in the child support field at a statewide level.

Five train their way to Victory Lane

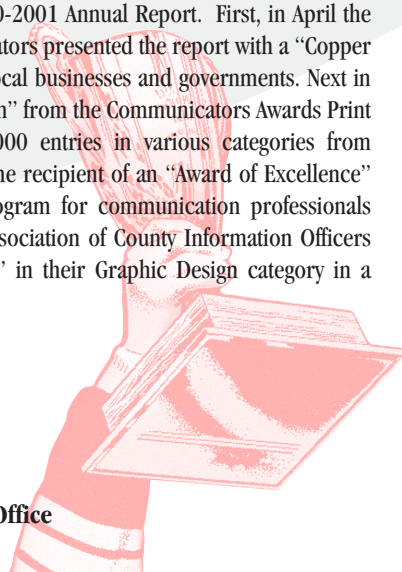
Five Clerk of the Court employees were presented with the "Trainer Excellence Award," by the Judicial Staff Education Committee (JSEC). These employees (Judy Bushong, Dorothy King, Joe Legander, Suzanne Ness, and Debbie Sauerzopf), who perform training functions for the office, were selected for this award for demonstrating dedication and commitment to excellence in their service to the courts and community.

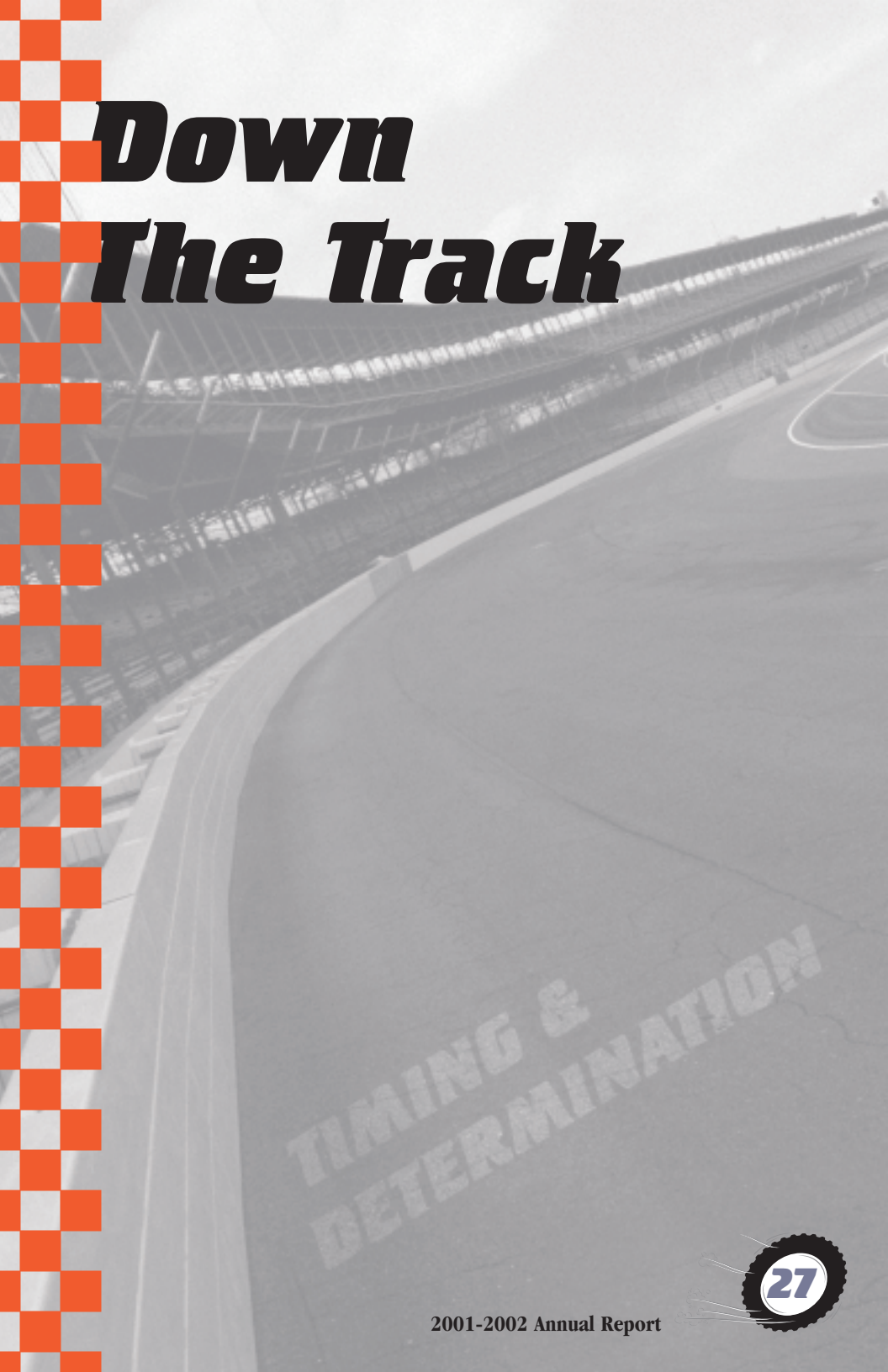
Board of Supervisors recognize efforts to work as a team

The Clerk's Office received a nice gift during the holiday season from the Maricopa County Board of Supervisors and the County Administrator. They presented Clerk of the Court Michael K. Jeanes with a special award at a December meeting that was given in recognition of his "budget balancing teamwork by voluntarily reducing the expenditure budget by more than four percent."

Annual Report moves "four-ward" with national awards

The Public Affairs Office received four awards from four different organizations in a four-month period for its production of the 2000-2001 Annual Report. First, in April the International Association of Business Communicators presented the report with a "Copper Quill Award" in an annual competition among local businesses and governments. Next in May, the report received the "Award of Distinction" from the Communicators Awards Print Media competition, which had more than 3,000 entries in various categories from throughout the World. In June, the report was the recipient of an "Award of Excellence" from the Awards of Publication Excellence Program for communication professionals across the nation. Lastly, in July the National Association of County Information Officers presented the report with an "Excellent Award" in their Graphic Design category in a competition for county governments.





Down The Track

TIMING &
DETERMINATION

SERVICE DRIVEN!

DOWN THE TRACK

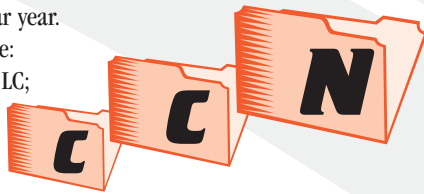
Cases will have a number of things in common

An important issue that the Clerk's Office has been actively involved in over the past few years is the development of a common case numbering system for criminal cases amongst all County Criminal Justice Agencies.

The office has been working with other government entities to create a system in which each agency would use the same case number for a criminal case as it flows through the court system. The concept behind the effort is that the case number would be consistent in every agency and in every stage of the case.

As it is now, a given case has a different number assigned to identify it in each agency it flows through. But that will change in 2003, thanks to the efforts of the Criminal Justice Agencies and the Integrated Criminal Justice Information System (ICJIS) Project Team, whose common goal has led to a new Common Case Number System (CCN) that will be implemented at the beginning of the calendar year.

- The new format of the case number will be:
- A two-digit alpha case type prefix – CR or LC;
- A four-digit year designator – 2003;
- A six-digit case number – 123456;
- A three-digit defendant identifier – 001;
- In addition, there will be a two-digit alpha location identifier following the number to tell the facility where the case is assigned, such as SE; and
- The number will display and print as follows: CR2003-123456-001 SE.



Among the benefits of implementing CCN are: it will reduce duplicate manual data entry in the various agency systems; reduce data entry errors; reduce delay in case flow and case processing; and facilitate the ease of case initiation, update, query and termination, among many other things.

Probation Violation Center Streamlines Hearings

A Probation Violation Center (PVC) is opening within Superior Court where all cases of those individuals who have violated their probation will be heard. These matters have been handled at various courts across the Valley. However, the PVC will streamline these hearings into one court, which will be located in the Downtown Superior Court Complex. The PVC will also benefit the Sheriff's Department, Adult Probation, County Attorney and Public Defender by reducing their travel time and logistic problems in dealing with these cases.

The Center will consist of two court hearing officers, a judge, and five courtroom clerks. It is expected to be an extremely high volume court which runs both morning and afternoon calendars five days per week.



Clerk of the Superior Court's Office

DOWN THE TRACK

New juvenile court facility is getting closer

A new Juvenile Court Center is being built at the Maricopa County Durango Complex. The three-story building will have 12 courtrooms and include offices for the Clerk of the Court, County Attorney, Public Defender, Juvenile Probation, and Juvenile Court. It will be located just west of the current Juvenile Court facility.

The Clerk's Office will have sections on the 1st floor of the building for a filing counter, payment windows, file maintenance, distribution, appeals, exhibits, and courtroom clerk staff.

The Juvenile Court Center is one step among many for the County toward developing the County Business Center, which will stretch from 27th Avenue to 35th Avenue and from Durango to Lower Buckeye roads.



Construction is projected to be completed on the new Juvenile Court in the fall of 2003. A new parking garage for the facility recently has been completed.

Southeast Juvenile set to make move

The Southeast Juvenile Facility and the Clerk's Office staff at the facility will be undergoing some changes in the future. The current Probation Intake Area is being remodeled to accommodate the Clerk's Office staff. After completion, the Clerk's Office staff will move out of its current location and a ceremonial courtroom will be constructed in that area. The new location planned for the Clerk's Office provides a better designed work area. A new parking garage was completed this year on the Sheriff Office's old parking lot to accommodate parking for staff and visitors to the complex.

Careful examination of rapid moving pilot project

Court officials are currently determining the future of the Rapid Transcripts Pilot Project, which was implemented this year and involved five criminal divisions, court reporters, and the Clerk of the Court's Appeals staff. The purpose of the pilot was to provide the Court of Appeals with usable transcripts in a shorter timeframe to help reduce the delays in the criminal appellate process. The transcripts were expeditiously prepared, with no final proofread and no certification. The process was completed within 20 days rather than the usual 45 days. Upon reviewing the project's results and effectiveness, officials will determine whether or not to permanently implement it in the future.

The Finish Line

***VICTORY
&
WINNERS***



Clerk of the Superior Court's Office

THE FINISH LINE

SERVICE LANES

Customer Services

Central Court Building, 201 W. Jefferson Street (Phoenix)	(602) 506-3360
Customer Service Center, 601 W. Jackson Street (Phoenix)	(602) 506-3360
Automated Support Line	(602) 506-1900
Family Support Call Center	(602) 506-3762
Northwest Regional Center, 14264 Tierra Buena (Surprise)	(602) 506-3676
Old Courthouse, 125 W. Washington (Phoenix)	(602) 506-3763
Southeast Regional Facility, 222 E. Javelina Avenue (Mesa)	(602) 506-3360

Juvenile Court Services

Southeast Facility, 1810 South Lewis (Mesa)	(602) 506-2850
Durango Facility, 3125 West Durango (Phoenix)	(602) 506-4041

Marriage Licenses & Passport Applications

Customer Service Center, 601 W. Jackson (Phoenix)	(602) 506-7400
Southeast Facility, 222 E. Javelina Avenue (Mesa)	(602) 506-2125

Marriage Licenses – Justice Courts

Buckeye, 100 N. Apache #C	(623) 386-4822
East Mesa, 4811 E. Julep #128	(480) 985-0188
Gila Bend, 209 E. Pima	(602) 506-1589
Glendale, 5222 W. Glendale	(623) 939-9477
Maryvale, 4622 W. Indian School #D10	(623) 245-0432
Northeast Phoenix, 10255 N. 32nd St.	(602) 506-3731
Northwest Phoenix, 11601 N. 19th Ave.	(602) 395-0293
Peoria, 7420 W. Cactus	(623) 979-3234
Scottsdale, 8230 E. Butherus Dr.	(480) 443-6600
South Phoenix, 217 E. Olympic Dr.	(602) 243-0318
Tolleson, 9550 W. Van Buren	(623) 936-1449
Wickenburg, 155 N. Tegner, Suite D	(602) 506-1554

Marriage License/Passports – City Clerk

Chandler City Hall, 55 North Arizona Place, #203	(480) 782-2180
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Passports Only

Arabian Citizen Center, 10817 E. McDowell (Scottsdale)	(480) 312-6280
Arizona State University, 951 South Mill (Tempe)	(480) 965-0877
Chandler City Clerk, 55 N. Arizona Place, Suite 203	(480) 782-2180
Fountain Hills Post Office, 16605 E. Ave. of Fountains (call for times)	(480) 837-4812
Glendale City Hall, 5850 W. Glendale Ave. (Wed. only)	(623) 930-3260
Scottsdale City Hall, 3939 Civic Center Plaza (call for times)	(480) 312-2412
Sun City Post Office, 9802 W. Bell Rd. (Sun City)	1-800-275-8777



THE FINISH LINE

THE OTHER ARIZONA CLERKS OF SUPERIOR COURT OFFICES

APACHE COUNTY

P.O. Box 365, St. Johns, AZ 85936
(928) 337-4364 / FAX (928) 337-2771

COCONINO COUNTY

100 E. Birch, Flagstaff, AZ 86001
(928) 779-6535 / FAX (928) 556-0530

GRAHAM COUNTY

800 Main St., Safford, AZ 85546
(928) 428-3100 / FAX (928) 428-0061

LA PAZ COUNTY

1316 Kofa, Suite 607, Parker, AZ 85344
(928) 669-6131 / FAX (928) 669-2186

NAVAJO COUNTY

P.O. Box 668, Holbrook, AZ 86025
(928) 524-4188 / FAX (928) 524-4261

PINAL COUNTY

P.O. Box 2730, Florence, AZ 85232
(520) 868-6313 / FAX (520) 868-5370

YAVAPAI COUNTY

Yavapai County Courthouse
Prescott, AZ 86301
(928) 771-3312 / FAX (928) 771-3111

COCHISE COUNTY

P.O. Drawer CK, Bisbee, AZ 85603
(520) 432-9364 / FAX (520) 432-4850

GILA COUNTY

1400 E. Ash St., Globe, AZ 85501
(928) 425-3231 x239 / FAX (928) 425-7802

GREENLEE COUNTY

P.O. Box 1027, Clifton, AZ 85533
(928) 865-4242 / FAX (928) 865-5358

MOHAVE COUNTY

P.O. Box 7000, Kingman, AZ 86402
(928) 753-0713 / FAX (928) 753-0781

PIMA COUNTY

110 W. Congress, 1st Fl., Tucson, AZ 85701
(520) 740-3200 / FAX (520) 798-3531

SANTA CRUZ COUNTY

2150 N. Congress Dr., Nogales, AZ 85628
(520) 375-7700 / FAX (520) 761-7857

YUMA COUNTY

168 S. 2nd Ave. Ste. B, Yuma, AZ 85364
(928) 329-2170 / FAX (928) 329-2007

SUPERIOR COURT OFFICES

Administration602-506-3204
Adult Probation602-506-3261
Civil Administration602-506-1497
Conciliation Services602-506-3296
Criminal Admin.602-506-8575
Early Disposition Court . .602-506-4572
Family Court Admin.602-506-1561
Jury Office602-372-1964
Justice Court Services . . .602-506-1337

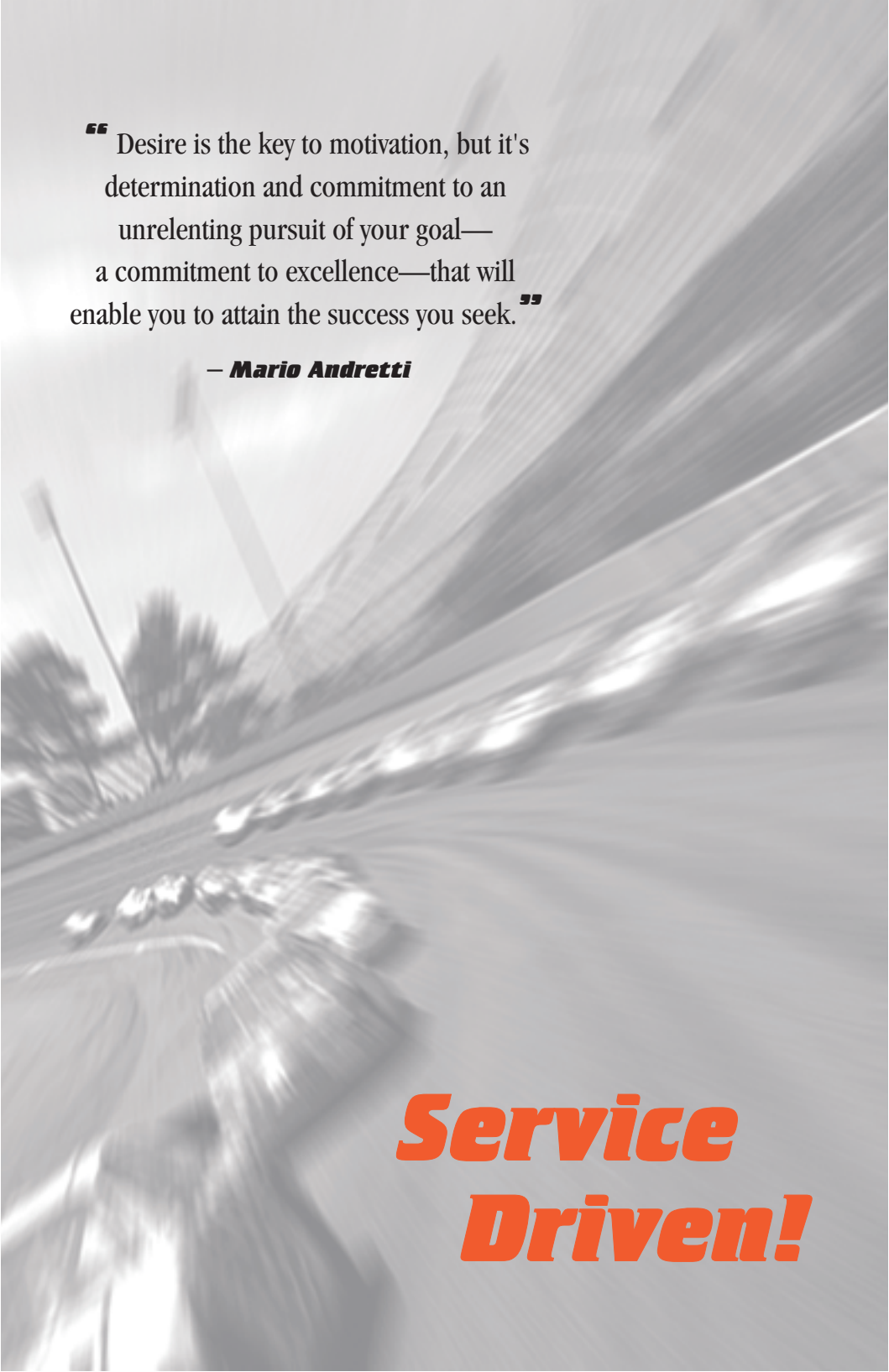
Juvenile Court Durango . .602-506-4533
Juvenile Court Mesa602-506-2544
Juvenile Probation602-506-2504
Law Library602-506-3461
Northwest Court602-372-9400
Pretrial Services602-506-8500
Self Service Center602-506-7353
Southeast Court602-506-2020
Tax Court602-506-5806

COUNTY LAW ENFORCEMENT / COURT AGENCIES

County Attorney602-506-3411
Court Appoint. Counsel . .602-506-7213
Legal Advocate Office . . .602-506-4111

Legal Defender602-506-8800
Public Defender602-506-7711
Sheriff's Office602-256-1000

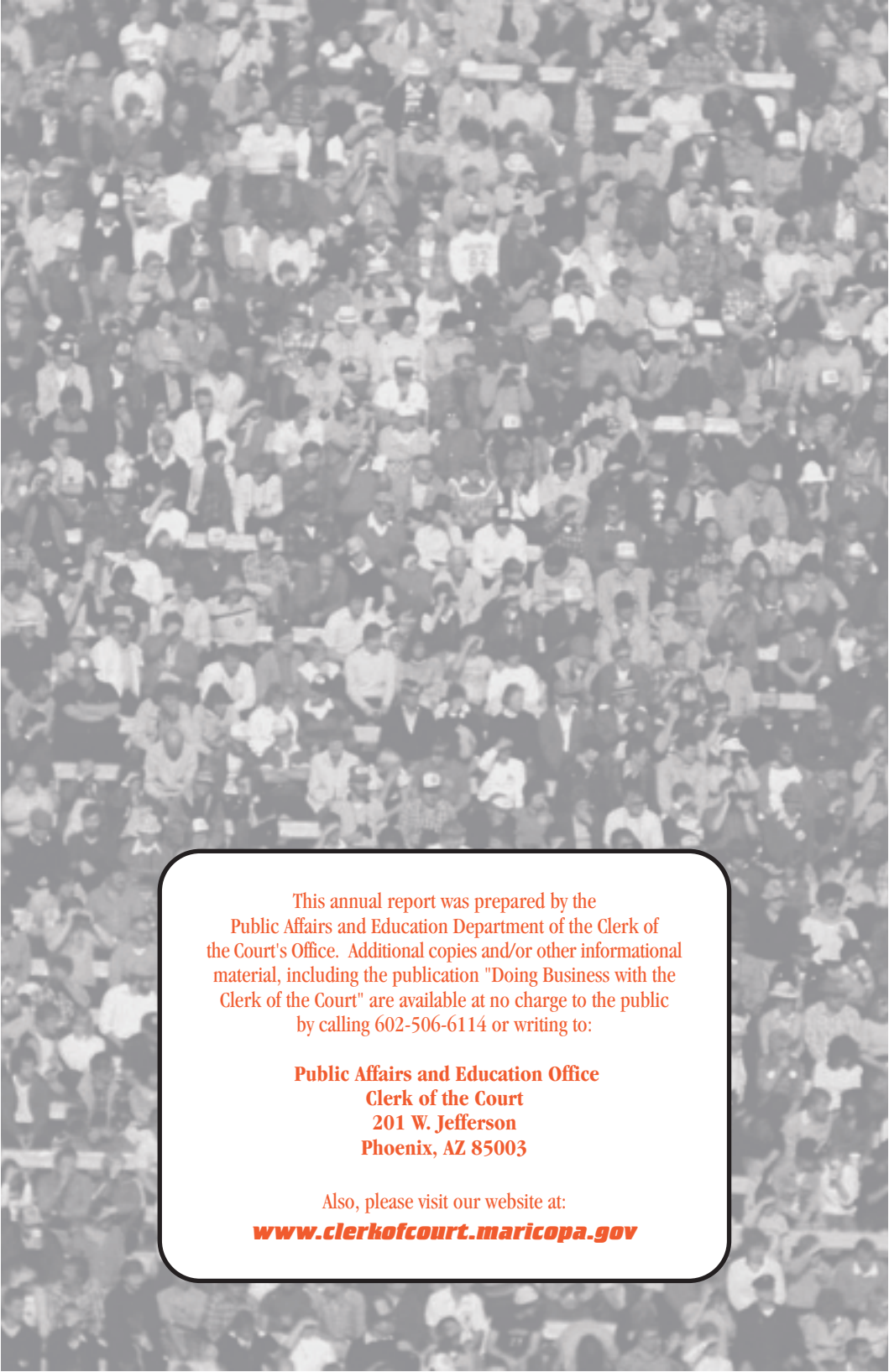




“ Desire is the key to motivation, but it's determination and commitment to an unrelenting pursuit of your goal—a commitment to excellence—that will enable you to attain the success you seek. **”**

— Mario Andretti

***Service
Driven!***



This annual report was prepared by the
Public Affairs and Education Department of the Clerk of
the Court's Office. Additional copies and/or other informational
material, including the publication "Doing Business with the
Clerk of the Court" are available at no charge to the public
by calling 602-506-6114 or writing to:

**Public Affairs and Education Office
Clerk of the Court
201 W. Jefferson
Phoenix, AZ 85003**

Also, please visit our website at:
www.clerkofcourt.maricopa.gov